



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Illinois Consolidated Telephone Company**  
**for quarter ending June 30, 2013**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.06	5.54	4.15	4.92
B. Operator Answer Time - Information [730.510(a)(1)]	5.06	5.54	4.15	4.92
C. Repair Office Answer Time [730.510(b)(1)]	13.00	15.00	25.00	17.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	12.00	11.00	41.00	21.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	90.88% *	89.63% *	82.37% *	87.62% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.70	0.96	0.85	0.84
H. Percent Repeat Trouble Reports [730.545(c)]	5.04%	7.91%	7.47%	6.81%
I. Percent of Installation Trouble Reports [730.545(f)]	0.25%	0.48%	0.22%	0.31%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

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